

AlertWorks Past Due Notification

Published on Water Utilities (<http://water.longviewtexas.gov>)

AlertWorks Past Due Notification

The City of Longview Water Utilities is introducing a new customer service enhancement called AlertWorks. AlertWorks is an automated call feature that will allow courtesy phone calls to be made to customers about past due reminders prior to account deactivation and water disconnection. To ensure you receive these important notifications, please contact the Water Utilities department during normal business hours at 903-237-1030 to update your utility account information with your current local phone number. You may also email your contact information to WaterUtilities@longviewtexas.gov [1]. Please include the name on the utility account, account service address, and local phone number in your email. There is no charge for this service.

***Please note: to be eligible for this service, all contact phone numbers, land line or mobile phone must be local to Longview.**

Red Flag - Customer Account Protection

The City of Longview Water Utilities Department complies with the Federal Trade Commission (FTC) Red Flag Rule legislation regarding the security of its water accounts and the protection of its customers' personal information against potential theft or fraud. A Red Flag refers to a pattern, practice, or specific activity that indicates the possible existence of identity theft. For this reason, you may be required to show your personal identifying information or other vital supportive documents, while opening an account, transferring water service, accessing account information via phone or closing your water account.

Source URL: <http://water.longviewtexas.gov/alertworks-past-due-notification>

Links:

[1] <mailto:WaterUtilities@longviewtexas.gov>